

Improving Care Management: How Technology Can Make Big Changes in Small Practices

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DOQ-IT...Setting the Stage

- Doctor's Office Quality – Information Technology (DOQ-IT)
 - ◆ Established in April 2004
 - ◆ National program funded by the Centers for Medicare and Medicaid Services (CMS), implemented by state's Quality Improvement Organizations (4000 practices)
 - ◆ Focused on promoting the adoption and implementation of electronic health records and health information technology for small-to-medium-sized practices.
 - ◆ Implemented by Masspro, the Medicare Quality Improvement Organization (QIO) for MA



EHR and Quality

- “ In a nationally representative survey, we found no consistent association between EHR use and the quality of ambulatory care...Further improvement in health care quality will likely require a broader reinvention of health care, including organizational change, a focus on disease prevention and the greater involvement of patients in their own care”
- - Electronic Health Record Use and the Quality of Ambulatory Care in the United States
Jeffrey A.Linder, MD, MPH; Jun Ma, MD, RD, PhD; David W. Bates, MD, MSc; Blackford Middleton, MD, MPH, MSc; Randall S. Stafford, MD, PhD



Overview

Based on DOQ-IT's work and an evaluation of 25 practices:

- Today's approach to EMR implementation for small practices is ineffective for care improvement
- Practices require education and support to effectively integrate care management with technology
- Small practices are well-positioned to make dramatic improvements that result in personalized, effective, high quality care



Barriers To Improved Care

➤ **Lack of leadership and Focus**

12 of 25 practices

- › Multiple providers working independently within a practice with different objectives and preferences
- › Solo practice provider without clear vision of how system can be utilized to improve care management

➤ **Ineffective use of EMR**

11 of 25 practices

- › Underutilization of basic EMR functionality
- › Incomplete set-up/configuration of system



Barriers To Improved Care

➤ **Training Gaps and Provider Proficiency**

20 of 25 practices

- › Initial training is too much, too fast
- › Advanced training is required to facilitate care management approach

➤ **System Managed Centrally**

15 of 25 practices

- › Centrally managed quality initiatives are delayed until all practices are implemented
- › Functionalities that support care management are “turned off”



Barriers To Improved Care

➤ HIT- Enabled Care Management is a New Approach

22 of 25 practices

- › Availability of data and reporting capabilities
- › Care Plans
- › Patient self-management
- › Clinical Decision Support
 - » Human factors engineering
 - » Direct connect with care improvement goals



Transformational Change...

Education

- Enables practice to be a collaborative partner
- Helps them to solve workflow problems
- Facilitates the feedback process to the technical team/support about their needs and challenges
- Improves the quality of communication with executive leadership



Transformational Change ...

Experienced Support

- Liason between Clinical and IT creates a partnership with compatible methods and shared goals
- Operational Redesign Analyst assists with resolution of complex workflows
- Project Manager supports practices vision of improved care

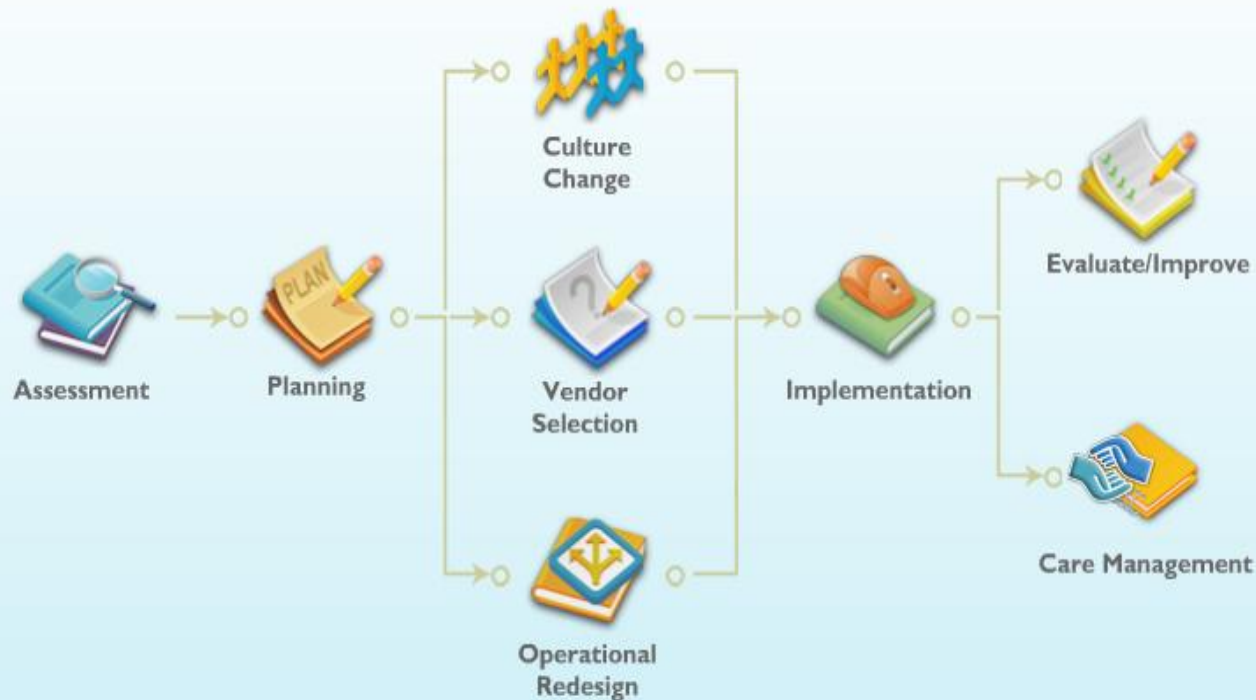


Designed to:

- Guide physicians through the phases of Health Information Technology adoption and assist with integration of Care Management
- Provide clinical decision support, evidence-based guidelines targeted to specific diseases and/or populations, patient self-management, process redesign,
- Provide information in an interactive, web-based, adult learning environment



The EHR Roadmap



Care Management Pathway





DOQ-IT
Doctor's Office Quality - Information Technology
UNIVERSITY


FEEDBACKHELP


HOMEABOUT DOQ-IT UEHR ADOPTIONCARE MANAGEMENT


Care Management
Click any active icon on the stage to begin that module or lesson.



Patient Self Management



Diabetes



Heart Failure



Preventive Care


Coronary Artery Disease


Hypertension



Care Management Overview


Creating a Team and Supportive Physical Environment


Care Management In Action


CDS - Clinical Decision Support

Return to Adoption Path

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Conclusion

- Organizations that approach EMR implementation in a way that addresses small practices' unique challenges will effectively integrate care management with HIT.
- Organizations that provide small practices with education and support, enabled by DOQ-IT University, will achieve their quality improvement goals.
- Small practices are well-positioned to make dramatic improvements that result in personalized, effective, high quality care.



Contact Information

Questions?

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